

# KCC Fiscal Years 1995 & 2005

## Statistical Complaint Data Comparison

	FY1995 # of Complaint Codes	FY2005 # of Complaint Codes	FY1995 % of Total Codes	FY2005 % of Total Codes
<b>Total Complaints for Reporting</b>				
Billing Issues	814	2,116	29.5%	43.0%
Rates/Charges Issues	282	273	10.2%	5.5%
Disconnection/Refusal of Service Issues	508	450	18.4%	9.1%
Customer Deposit Issues	120	120	4.3%	2.4%
Meter Issues	36	110	1.3%	2.2%
Telephone Service Issues	376	705	13.6%	14.3%
Quality of Service Issues	293	437	10.6%	8.9%
Company Unresponsive Issues	172	406	6.2%	8.2%
Non-regulated/Miscellaneous Issues	160	309	5.8%	6.3%
<b>Total</b>	<b>2,761</b>	<b>4,926</b>		
<b>Total ELECTRIC Company Complaints for Reporting Period</b>				
Billing Issues	448	561	42.8%	44.0%
Rates/Charges Issues	51	61	4.9%	4.8%
Disconnection/Refusal of Service Issues	322	215	30.8%	16.8%
Customer Deposit Issues	41	50	3.9%	3.9%
Meter Issues	22	32	2.1%	2.5%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	90	189	8.6%	14.8%
Company Unresponsive Issues	31	111	3.0%	8.7%
Non-regulated/Miscellaneous Issues	38	57	3.6%	4.5%
<b>Total</b>	<b>1,046</b>	<b>1,276</b>		
<b>Total GAS Company Complaints for Reporting Period</b>				
Billing Issues	138	1,178	37.3%	46.6%
Rates/Charges Issues	61	85	16.5%	3.4%
Disconnection/Refusal of Service Issues	77	293	20.8%	11.6%
Customer Deposit Issues	14	58	3.8%	2.3%
Meter Issues	14	70	3.8%	2.8%
Telephone Service Issues	1	1	0.3%	0.0%
Quality of Service Issues	35	175	9.5%	6.9%
Company Unresponsive Issues	20	616	5.4%	24.4%
Non-regulated/Miscellaneous Issues	10	51	2.7%	2.0%
<b>Total</b>	<b>370</b>	<b>2,527</b>		
<b>Total TELECOM Company Complaints for Reporting Period</b>				
Billing Issues	201	465	8.5%	27.8%
Rates/Charges Issues	104	57	9.6%	3.4%
Disconnection/Refusal of Service Issues	113	71	10.4%	4.2%
Customer Deposit Issues	65	1	6.0%	0.1%
Meter Issues	-	-	0.0%	0.0%
Telephone Service Issues	243	413	22.4%	24.7%
Quality of Service Issues	158	296	14.5%	17.7%
Company Unresponsive Issues	111	227	10.2%	13.6%
Non-regulated/Miscellaneous Issues	91	142	8.4%	8.5%
<b>Total</b>	<b>1,086</b>	<b>1,672</b>		
<b>Totals By Industry</b>				
Electric	1,046	1,276	41.8%	23.3%
Gas	370	2,527	14.8%	46.2%
Telecom	1,086	1,672	43.4%	30.5%
<b>Total</b>	<b>2,502</b>	<b>5,475</b>		
Number of Consumer Info Records Created	2,307	4,124		